

November 26, 2020

Dear Healthy Connections Medicaid Member:

The South Carolina Department of Health and Human Services (SCDHHS) wants to hear from you. We are pleased to announce the creation of the Medicaid Member Experience Advisory Committee (MEAC). The MEAC provides a new way to include feedback from Healthy Connections Medicaid members in the SCDHHS decision-making process.

### **About the MEAC**

MEAC members will share insights about their experiences with Healthy Connections Medicaid that will help us improve programs and services for all Healthy Connections Medicaid applicants and members.

The committee will consist of Healthy Connections Medicaid members or their authorized representatives. Committee members will serve for at least one year.

### **MEAC Meeting Details**

- In-person meetings will be held no more than once every three months. These meetings will be held virtually during the COVID-19 public health emergency.
- All meetings will be open to the public and include a comment period.
- Payment for travel expenses and meals will be provided to MEAC members attending in-person.
- Members will be asked to prepare for meetings by reviewing the agenda and other material.
- Members may be asked to provide feedback through email, surveys or other online tools.

### **MEAC Membership Benefits**

- Members will be more involved with their health care.
- Members will become Healthy Connections Medicaid community ambassadors.
- Members will learn how to maximize their health care benefits.

We invite all Healthy Connections Medicaid members, or their authorized representatives, to apply to serve as MEAC members. There are two ways to apply:

1. Complete the attached survey. Return the survey by:
  - a. Email: [8888201204@fax.scdhhs.gov](mailto:8888201204@fax.scdhhs.gov)

- b. Mail using the enclosed envelope:  
Casualty Department  
SC Dept. of Health & Human Services  
PO Box 100127  
Columbia, SC 29202-9146  
ATTN: MEAC

- 2. Contact Pete Liggett at (803) 898-2505 to request a MEAC survey.

Your voice is important and will help us continue to provide programs and services that meet the needs of Healthy Connections Medicaid members.

Thank you,



Pete Liggett, Ph.D.  
Chief Experience Officer  
South Carolina Department of Health and Human Services